

APPENDIX A
PRIOR AUTHORIZATION OPERATIONS MANUAL
DOCUMENTATION CHANGES

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|--------------------------|--|----------|
| 1/28/05 | 3 | iii - v | Table of Contents (TOC)-VI Deleted: Exhibit V-1, Weekly Status Report Exhibit VI-1: Prior Authorization Form Approval Exhibit VI-7: Consultant Referral Form Exhibit VI-8: Consultant Referral Form –Psychiatric Testing Exhibit VI-9:Administrative Review/ Hearings and Appeals Consultant Referral Form Added: Exhibit IV-23 and IV-24 Changed: Exhibit numbers and page numbers. | |
| 1/28/05 | 3 | v | TOC-VII Deleted: Exhibit VII-1: Letter Approval Form | |
| 1/28/05 | 3 | I-2 | Section I-D Change Exhibit II-2 To: Exhibit II-3 | |
| 1/28/05 | 3 | III-11 | Section III-A-1-m Changed: four weeks To: 30 days | |
| 1/28/05 | 3 | III-16 | Section III-B Change: Exhibits VI-1, VI-2, and VI-3 To: Exhibits VI-1 and VI-2, for samples of forms | |
| 1/28/05 | 3 | Previously III-16-17 | Section III-A Deleted: Table III-3, Data Entry Assignment Log | |
| 1/28/05 | 3 | III-18 | Section III-B Change: Exhibit VI-20 To: Exhibit VI-16 | |
| 1/28/05 | 3 | III-60 | Section III-H-3 Change: Exhibit VI-19 To: Exhibit VI-15 | |

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|--------------------------|---|----------|
| 1/28/05 | 3 | III-65 | Section III-J-3 Deleted sentence: The case will include a Consultant Referral Form (Exhibit VI-7, page VI-21), and a return envelope. | |
| 1/28/05 | 3 | III-66 | Section III-J-5 Changed: The consultant will record the decision, citing rationale, on the Consultant Referral Form (Exhibit VI-7, page VI-21), and return it and all case documentation to the HCE office if the process is completed by mail. If the process is performed by telephone, the PA specialists or PA supervisor will complete the Consultant Referral Form, documenting the rationale cited by the consultant. To: The consultant will record the decision, citing rationale, and return all case documentation to the HCE office if the process is completed by mail. If the process is performed by telephone, the PA specialists or PA supervisor will document the rationale cited by the consultant. | |
| 1/28/05 | 3 | III-66 | Section III-J-6 Deleted sentence: Any decision that is received by telephone or fax will be followed by the hard copy Consultant Referral Form via mail. | |
| 1/28/05 | 3 | III-70 | Section III-K-last paragraph Changed: Exhibit VI-10 To: Exhibit VI-6 | |
| 1/28/05 | 3 | III-99 | Section III-N-1 Deleted line: set out in this section. | |
| 1/28/05 | 3 | III-101 | Section III-O-2 Deleted: (Refer to Figure III-24) Deleted: Figure III-24, TBI Database Screen | |

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|--------------------------|---|----------|
| 1/28/05 | 3 | IV-12 | Section IV-B-8 Changed: Exhibit IV-23 To: Exhibit IV-25 | |
| 1/28/05 | 3 | IV-17 | Section IV-D-1 and last paragraph Deleted: (Refer to Figure IV-5, page IV-18.) Section IV-D-last paragraph Changed: Refer to Exhibits IV-1 through IV-23 To: Refer to Exhibits IV-1 through IV-25 | |
| 1/28/05 | 3 | Previously IV-18 | Section IV-D Deleted page: FIGURE IV-5 - SAMPLE OF HEARINGS AND APPEALS LOG IN ACCESS | |
| 1/28/05 | 3 | IV-18 | Section IV-Exhibit IV-1 Changed: A Health Care Excel reviewer has evaluated the submitted documentation. (Insert appropriate information about the decision here.) Therefore, our original decision has changed to approve a portion of the service(s) requested. Enclosed is the updated Prior Authorization decision form that will also be sent to the member. To: Administrative review by _____ finds _____. Therefore, our original decision has changed to approve a portion of the service(s) requested. Enclosed is the updated Prior Authorization decision letter that will also be sent to the member. | |
| 1/28/05 | 3 | IV-19 | Section IV-Exhibit IV-1 Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: Health Care Excel Prior Authorization Hearings and Appeals | |

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|--------------------------|--|----------|
| 1/28/05 | 3 | IV-20 | Section IV-Exhibit IV-2 Changed: Medical Director To: Director, Prior Authorization Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: Health Care Excel Prior Authorization Hearings and Appeals | |
| 1/28/05 | 3 | IV-22 | Section IV-Exhibit IV-3 Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: Health Care Excel Prior Authorization Hearings and Appeals | |
| 1/28/05 | 3 | IV-24 | Section IV-Exhibit IV-4 Changed: IHCP received this 1261A on To: and received by HCE on | |
| 1/28/05 | 3 | IV-25 | Section IV - Exhibit IV-4 Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: Health Care Excel Prior Authorization Hearings and Appeals | |
| 1/28/05 | 3 | IV-27 | Section IV - Exhibit IV-5 Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: Health Care Excel Prior Authorization Hearings and Appeals | |
| 1/28/05 | 3 | IV-28 | Section IV - Exhibit IV-6 Changed: call me To: call the Health Care Excel Prior Authorization Hearings and Appeals Department | |
| 1/28/05 | 3 | IV-30 | Section IV - Exhibit IV-7 Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: call the Health Care Excel Prior Authorization Hearings and Appeals Department | |
| 1/28/05 | 3 | IV-31 | Section IV-Exhibit IV-8 Added: Date(s) of service: | |

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|--------------------------|--|----------|
| 1/28/05 | 3 | IV-32 | Section IV-Exhibit IV-8 Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: call the Health Care Excel Prior Authorization Hearings and Appeals Department | |
| 1/28/05 | 3 | IV-34 | Section IV-Exhibit IV-9 Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: Health Care Excel Prior Authorization Hearings and Appeals | |
| 1/28/05 | 3 | IV-35 | Section IV - Exhibit IV-10 Changed: call me To: call Health Care Excel Prior Authorization Hearings and Appeals Department | |
| 1/28/05 | 3 | IV-36 | Section IV-Exhibit IV-11 Added: Indiana Administrative Code (IAC) Changed: Health Care Excel Hearings and Appeals of the Prior Authorization To: Health Care Excel Prior Authorization Hearings and Appeals | |
| 1/28/05 | 3 | IV-37 | Section IV-Exhibit IV-12 Changed: telephone me To: call Health Care Excel Prior Authorization Hearings and Appeals | |
| 1/28/05 | 3 | IV-39 | Section IV-Exhibit IV-13 Changed: telephone me To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-40 | Section IV-Exhibit IV-14 Changed: telephone me To: call Health Care Excel Prior Authorization Hearings and Appeals department | |

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|--------------------------|---|----------|
| 1/28/05 | 3 | IV-41 | Section IV-Exhibit IV-15 Changed: 405 IAC 5-7-2 stipulates that an administrative review request must be initiated by the provider who may request prior authorization To: 405 IAC 5-7-2 stipulates that an “administrative review request must be initiated by the provider who submitted the prior authorization request.” Changed: telephone me To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-42 | Section IV-Exhibit IV-16 Changed: telephone Health Care Excel Hearings and Appeals To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-44 | Section IV-Exhibit IV-17 Changed: telephone Health Care Excel Hearings and Appeals To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-45 | Section IV-Exhibit IV-18 Changed: contact me To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-47 | Section IV-Exhibit IV-19 Changed: telephone me To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-49 | Section IV-Exhibit IV-20 Changed: call Health Care Excel Hearings and Appeals of the Prior Authorization department To: call Health Care Excel Prior Authorization Hearings and Appeals department | |

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|---------------------------------|--|----------|
| 1/28/05 | 3 | IV-50 | Section IV-Exhibit IV-21 Changed: call Health Care Excel Hearings and Appeals of the Prior Authorization department To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-52 | Section IV-Exhibit IV-22 Changed: call Health Care Excel Hearings and Appeals of the Prior Authorization department To: call Health Care Excel Prior Authorization Hearings and Appeals department | |
| 1/28/05 | 3 | IV-53-57 | Section IV-D Changed: Exhibit IV-23 To: Exhibit IV-25 Added: Exhibits IV-23 and IV-24 | |
| 1/28/05 | 3 | V-1 | Section V-8 th bullet Deleted sentence: (Refer to Exhibit V-1, pages V6-V-11.) | |
| 1/28/05 | 3 | Previous pages V-6 through V-11 | Section V Deleted: pages V-6 through V-11 - Example of Weekly Status Report | |
| 1/28/05 | 3 | VI-2 | Section VI-A-7 and previously page VI-4 Deleted sentence: The “Approval Form” will accompany the form (refer to Exhibit VI-1, page VI-4). Section VI-A-11 Changed: Core Contractor To: Fiscal Agent | |
| 1/28/05 | 3 | VI-3 | Section VI-A-16 Changed: Fiscal Contractor To: Fiscal Agent | |
| 1/28/05 | 3 | Previously page VI-4 | Section VI-A-7 and previously page VI-4 Deleted page IV-4 – Exhibit VI-1 PA Form Approval | |

| DATE OF REVISION | REVISION NUMBER | REVISED AND/OR NEW PAGES | DESCRIPTION | APPROVED |
|------------------|-----------------|--------------------------|---|----------|
| 1/28/05 | 3 | Previously VI-21 to 24 | Section VI Deleted: Exhibits VI-7 to VI-9, Consultant Referral Forms | |
| 1/28/05 | 3 | VI-4 to VI-54 | Section VI Changed: All exhibits are renumbered. | |
| 1/28/05 | 3 | IX-4 | Section IX, Table IX-2 Changed: AM report To: QM report | |